



In her last semester of college, Alissa was in the same shoes as most graduates – unsure of what she wanted to do after college. Alissa applied to various places, but none of them felt like the right fit for her.

“I have always been familiar with NorthWestern Energy. My mom, Angela Rans, has been working for the company for 11 years. As a child of an employee, I have seen first-hand how NorthWestern takes care of its employees,” Alissa said.

Alissa discovered NorthWestern Energy had an open position for an internal and external communication intern and applied that same day. She was invited to participate in an initial one-way interview and was invited back for a second interview.

“At first, I was nervous for my interview because I finally found a position that I could picture myself enjoying. The moment I entered the Zoom interview, I was greeted by three kind women and my nervousness turned into an overall sense of calm feeling. After the interview, I knew that I was in the right place.”

In the first month of Alissa’s internship, she has been a part of several different projects. The largest project so far was assisting with the content creation for the new NorthWestern Energy website. She also created a virtual tour video of Thompson Falls Dam.

“I love creating, so working collaboratively with the creative team on the new website was the perfect way to start this position. It allowed me to learn more about the company through creating content for new pages.”

Alissa was born and raised in Huron, South Dakota. She went on to attend college at the University of South Dakota in Vermillion, South Dakota. Where she studied media and journalism with an emphasis in strategic communications and a minor in business administration. In her free time, she enjoys spending time with her dog, going on walks and attending to her several houseplants.



Scotcheroos are a favorite in Alissa’s family. “My grandma always made them for every holiday dinner, and everyone always looks forward to them,” she said. They are easy, quick and a crowd favorite.

Scotcheroos

INGREDIENTS:

- 1 cup sugar
- 1 cup corn syrup
- 1 cup peanut butter
- 6 cups Rice Krispies
- 1 cup chocolate chips
- 1 cup butterscotch chips

DIRECTIONS

- 1 In a large saucepan, combine the sugar and corn syrup. Bring to boil and then remove from heat.
- 2 Add peanut butter and stir until it is melted all the way through.
- 3 Combine Rice Krispies into the mixture and stir thoroughly.
- 4 Press the mixture in a 9x13 size pan. Melt chocolate and butterscotch chips in a separate pot over medium-low heat. Once melted, spread on top.
- 5 Leave out to settle. Feel free to eat while it’s warm, or wait until after it has cooled. Cut into bars.

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NorthWesternEnergy.com



We are proud of the diversity in the communities we serve. To better serve the needs of some of our customers, we translate important customer information into two languages: Spanish and Karenic.

Estamos orgullosos de la diversidad en las comunidades que servimos. Para satisfacer mejor las necesidades de algunos de nuestros clientes, traducimos información importante del cliente a dos idiomas: español y karenic.

ပညာတော်အသုံးအဆောင်များကိုကုန်ထုတ်လုပ်ရာတွင်အသုံးပြုသည့်ပစ္စည်းများသည် အသုံးပြုသူများအတွက် အန္တရာယ်ရှိသော အရာများကို ဖယ်ရှားပေးရန်အတွက် အထူးသတိပြုရမည့် အချက်များကို အသေးစိတ်ဖော်ပြထားပါသည်။

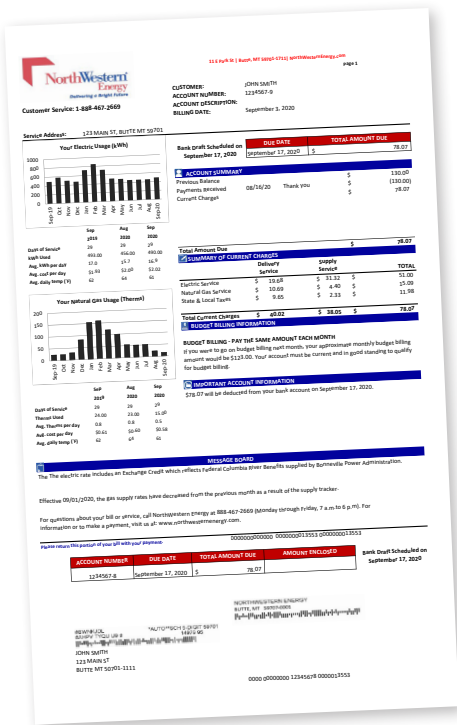
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LOOK INSIDE FOR INFORMATION ON:

- How to read your bill
- What do those markers mean?
- Pipelines are reliable and safe
- Inspect sewer lines before clearing
- New website will be easier to use
- Scotcheroo recipe



How to read your bill

When we get our energy bill every month, many of us only look at the amount due. However, your NorthWestern Energy bill contains so much more information, and the more you know about your energy use, the better you'll be able to manage it.

Here are three things to pay attention to on your bill:

1. Review the 13-month graph to see how your energy use this billing cycle compares to recent months and to the same month one year ago.
2. Look at the information under the graph to compare days of service and average daily temperature. This can sometimes explain why a bill is higher or lower than normal.
3. Read the information in the Message Board area of the bill. It includes important information about rates and updates.

We also have a page on our website dedicated to explaining every item on your bill, everything from where to find your account number to how we calculate therms.

For more information, visit NorthWesternEnergy.com/readyourbill



What do those markers mean?

Markers, placed at all public road and railroad crossings, show the approximate location of pipelines and identify the companies that operate them. These markers indicate the pipeline content, the name of the pipeline operator and the operator's emergency phone number.

Even if the pipeline is marked, you must contact 811 for utility line locates before digging. The pipeline may not follow in a straight course between markers.



Pipelines are reliable and safe

Pipelines are the safest way to transport energy products, including natural gas, crude oil and other fuels. The U.S. Department of Transportation's Pipeline & Hazardous Materials Safety Administration (PHMSA) regulates pipelines with the help of state partners. Pipeline operators carefully build, maintain and monitor the integrity and security of their lines.

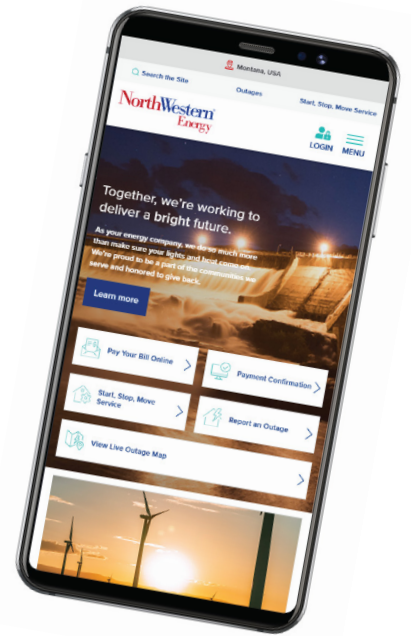
According to government and industry statistics, the most common cause of pipeline incidents is improper or unauthorized digging near a pipeline. Striking a natural gas pipeline while digging can be extremely dangerous. Natural gas is highly flammable and easily ignited by heat or sparks. It is lighter than air and can migrate into enclosed spaces and displace oxygen, potentially causing asphyxiation. That's why it's important to call 811 at least two business days before any digging project.



Is your contact information up to date?

Does NorthWestern Energy have your correct phone number and email address? Having your contact information allows us to get in touch in case of an emergency. It also makes it easier for you to contact us. When you call our Contact Center, our phone system checks to see if the number you're calling from is associated with an account. If it is, you'll have the option for more automated services, such as reporting an outage.

Login to My Energy Account to update your information or give us a call.



New website will be easier to use

We are launching a redesign of our website, NorthWesternEnergy.com. The new site is simple, clean and easy to use. It's also fully responsive, whether being viewed on a phone, tablet, laptop or desktop. Check it out to find information on outages, billing and payment options, ongoing projects, our commitment to sustainability, and more.

NorthWesternEnergy.com

What to do if you smell natural gas

NorthWestern Energy makes it easy for you to detect natural gas leaks by adding an unpleasant rotten egg or skunk-like smell to natural gas. If you smell this odor:

- Leave the area immediately.
- Do not use phones, matches, light switches or anything else that could trigger the ignition of gas.
- When at a safe distance, call 911 and NorthWestern Energy.



**Know what's below.
Tap, Click, or Call
811 Before you dig.**

sewer line. In rare cases, our small-diameter gas pipeline may have inadvertently crossed through a sewer pipe.

If a plumber unknowingly strikes a gas line while cutting through a sewer blockage, this could cause a dangerous release of natural gas. A simple call to 811 will locate any underground utilities – for free!